

# WEEKLY MANAGER'S REPORT

## TOWN OF LADY LAKE, FLORIDA

By Bill Lawrence, Town Manager

July 24, 2025

### DEPARTMENT MANAGER'S REPORT (William Lawrence):

#### Shoutouts & Acknowledgments:

**What is a proclamation?** A proclamation from the mayor is a public announcement or declaration, often ceremonial, issued by the mayor to recognize a specific event, cause, or individual. It's a way for the mayor to acknowledge and bring attention to something of significance to the community. Proclamations are not legally binding but serve as an official recognition or endorsement. People will sometimes make a request through the clerk's office, which goes to the mayor for approval. The mayor's duties are listed in the Town's Charter. Currently and in the past, the proclamation was not voted on by the Commission.

**Budget Workshop:** This week, we have been busy with budget preparation for the Thursday budget workshop. The Villages Fire and Waste Management assessment resolutions were approved in the Commission Meeting last Monday night.

**Habitat for Humanity Executive Director Danielle Stroud** gave a great presentation to offer an affordable housing project to Lady Lake. Habitat has built several homes in the south end of Lady Lake and has had great success by offering low-cost housing solutions, which have cleaned up and brought stability to the neighborhood.

#### CLERK'S OFFICE (Carol Osborne):

It has been a full week of meetings, and the post-meeting procedures are nearly complete. The budget workshop today begins the preparation for the next fiscal year. In many ways, it also signals the approaching end of summer. Much like the Christmas season, it's always surprising how quickly this time of year arrives.

#### COMMUNICATIONS (Elisha Pappacoda):

This week, we had our annual website review. We discussed analytics, successes, goals, getting the most out of the product, and additional training.

I would ask Department Heads to review the below. If anything relating to your operation landed in the "top" lists, we should review those pages or documents, be sure they are up to date, and consider ways to make them easier to navigate and more engaging to the public.

Website Analytics: Review Date: July 21, 2025

### **Top Level Analytics**

Total Users: 86,148

Total Sessions: 123,437

Total Page Views: 259,515

Avg Time on Page: 2:47

### **Top Visited Pages**

Water & Sewer Utilities

Human Resources

Building Permits

### **Top Search Terms – 7,687 Total**

Building Permits/Applications/Forms

Utilities/Pay Online

Trash/Recycling

### **Top Downloaded Documents – 27,686 Total**

Application & Rules (PDF) – Community Building Rentals

FY 2025 Proposed Budget (PDF)

2024 PD Annual Reports (Final - ADA)

Additionally, we produced a Truth in Millage (TRIM) explainer video and website landing page that also describes the proposed changes to the solid waste and Villages Public Safety Department assessments. All the information is located here: [Understanding Your Tax Bill](#)

We also updated the PD website's June statistics and [Public Notice: Found/Abandoned Property](#).

Chief Hunt and I met with the new Daily Sun public safety reporter. Chief explained the progress the department has made over the last two years.

On Thursday, I look forward joining my fellow Department Heads for the Budget Workshop. Communications prides itself on stewardship – one of our core values – and have kept our budget as close to status quo as possible with the exception of some technical additions, office move expenses and a small line item for a future Citizen's Academy.

Also on Thursday, Tavares Communications staff will visit the streaming studio to learn more about our process. We will livestream the budget workshop as well.

**FINANCE (Joella LeDonne):**

On Monday, July 21<sup>st</sup>, the proposed increases for the FY26 Solid Waste and Villages Fire Assessments were approved. District Manager Kenny Blocker and Doug McCoy from Waste Management were also here to answer any questions regarding the increase. On Wednesday, July 23<sup>rd</sup>, an executive meeting was called to discuss the cybersecurity plans we have in place and what we need to stay at that level for the upcoming years. On Thursday, July 24<sup>th</sup>, the budget workshop will take place. This happens every year to help the Commissioners understand the requests made by the Department Heads. The Finance Department is working through all of the newness of Springbrook. We appreciate everyone who is using it. Like everything, it will take some time, but the end results will be great.

**GROWTH MANAGEMENT (Thad Carroll):**

Building plan revisions were received for the new construction of a clubhouse for the Cresswind Hammock Oaks Community located at 100 Hammock Oaks Boulevard as well as revisions for the new construction of a pool pavilion at the same location.

On Monday, a special review application was submitted for façade changes to the Target Store located at 716 North Highway 27/441. This façade modification includes updating the existing paint and signage modifications.

Eighty-six building permits or revisions were received this week, and forty-seven permits were issued. One hundred and ninety-three inspections were completed in the field.

This week code enforcement opened ten new cases, closed ten cases, and conducted forty-two inspections. Code Officers Crain and Williams presented five cases at the Special Magistrate Hearing, which was held on Tuesday, July 22, 2025.

On Monday evening, the Town Commission voted 5-0 to approve Ordinance 2025-10 upon First Reading. The ordinance modifies language in the Land Development Regulation to comply with Senate Bill 784 (SB 784), which was signed into law by Governor Ron DeSantis on June 20, 2025, with an effective date of July 1, 2025. This bill alters the process of how plats and replats are reviewed and approved by local governments. All plat and replat applications are now subject only to administrative review and approval by designated staff of the local

government. The second and final reading of Ordinance 2025-10 is scheduled for Monday, August 4, 2025, at 6 p.m.

### **HUMAN RESOURCES (Tamika DeLee):**

Audrey Richards and Kristyn Evens from Human Resources attended the Lake-Sumter SHRM July Meeting, which featured a presentation titled "Tips HR Professionals and Business Professionals Should Know About OSHA Inspections & Common Citations." The session was led by Michele A. Mathews, a recognized expert with over 25 years of leadership in HR, safety, and workforce risk mitigation. Michele brings extensive experience across construction, healthcare, manufacturing, and non-profit sectors, and is the founder of Mathews' HR & Safety Consulting Services. Her presentation provided valuable insights into OSHA compliance, common citations, and practical strategies for ensuring workplace safety.

### **Recruitment & Staffing:**

- **Permitting Technician:** Interview process continued this week.
- **Wastewater Plant B Operator:** Interviews are scheduled for next week.

### **Background Checks Completed for the following positions:**

- Public Works Operator I
- Assistant Finance Director
- Town Clerk

### **Upcoming:**

- **Open Enrollment for employee benefits begins August 1st.**

### **INFORMATION TECHNOLOGY (John Pearl):**

Staff are involved in multiple ongoing enterprise software, infrastructure, and information security projects.

The Enterprise Resource Planning (ERP) Implementation Team (Joella, Debbie, Dawn, Michelle, and Andy) are currently 107 workdays into the implementation effort and have reached an important moment this week with the first modules of the new software successfully going into a live production status, while remaining on schedule.

The Finance department has added this considerable additional work effort to their existing responsibilities, continuing uninterrupted through important IT and Finance staffing changes, continuing through the budget preparation season, and will now also maintain a double-data entry effort through the end of the current fiscal year.

While this project is scheduled to continue for another year, I want to thank you all for the effort made to ensure a successful start.

The IT Department currently has Systems Administrator position opening. Please see the Town's website or contact Human Resources for more information.

**LIBRARY (Aly Herman):**

On Tuesday, Ruth, Kourtney, and I received training from Teer on our new projector and microphone systems in both the meeting room and Storytime room. We're especially excited to explore all the amazing features the smartboard has to offer! We're aiming to kick off programs in October and can't wait to put this new technology to use.

Thursday is the budget workshop. I will be attending and ready to present my budget with the help of Joella. I'm not requesting anything major this year, except for the addition of one full-time position in the youth library. With the growth of our programs and the need to ensure a safe environment, this added support is essential.

Then on Friday, we wrapped up our summer programming with our End of Summer Party, welcoming over 100 attendees! What an incredible summer it's been. We're already looking ahead with excitement—our youth team is hard at work securing performers for next year!

We had a very special guest join us for Storytime on Wednesday—Frankie the Pug and her mom! The kids loved petting her, giving her treats, and even reading to her. It was a fun and heartwarming experience for all.

Here are the youth program stats for this week:

-Baby Storytime: 7

-Craft Corner: 35

-Tiny Tots: 21

-Family Crafting: 5

-Storytime: 58

-Reading with Scarlett: 6

- Scavenger Hunt: 15

- Grab and Go Craft: 40

[www.facebook.com/lakelakelibrary225](http://www.facebook.com/lakelakelibrary225)

**PARKS AND RECREATION (Mike Burske):**

I came back to the office today to find out, yet another veteran of our youth sports league has made it to the Major Leagues. Anthony started in our Tee Ball Program with the Lady Lake Little League and played with us till he aged out at 15.

He by far, is not the only one, as many have made it to the Majors and countless college scholarships. Our parks are labor-intensive and expensive, but an investment in the lives of those we serve.



*Figure 1 Anthony Karoly, drafted by the Seattle Mariners*

In the 2025 Major League Baseball draft, the 17th round, 512th overall pick was Anthony Karoly, a right-handed pitcher from Nova Southeastern University. He was drafted by the Seattle Mariners.

The Rolling Acres Sports Lighting Project is going well. As you have seen countless photos of the Osprey on the light pole, well I am ecstatic to inform you that the baby learned to fly, and the family abandoned the nest early this week. We will see the Gazebo Roof Project begin in the very near future.

Amy has been working on The Back to School Bash and is in the process of collecting school supplies for the event along with securing bounce houses and other activities for the kids. I predict another fun event!

As I have mentioned before, if the 34 ft. The Christmas Tree is approved in the budget. I will be asking to purchase the item early in the hope that we get it in time for the holidays. Our goal is to have it up for Light Up Lady Lake, which will be held at Snooky Park this year.

**POLICE DEPARTMENT (Chief Steve Hunt):**

I had the honor of visiting with the Village's 10-13 Club, a group of retired NYPD officers. They were gracious to allow me to share with them the latest happenings at Lady Lake PD. They were extremely kind to a less-than-eloquent speaker.

It was a very busy week preparing for the budget workshop and completing several time-consuming administrative tasks.

The patrol squads were busy last week investigating several retail thefts, in addition to criminal trespass and intoxicated persons calls to name a few. As always, we helped several people who were in a mental health crisis.

Thank you to all in Lady Lake who allow us to serve such an amazing community.

**PUBLIC WORKS/UTILITIES DEPARTMENT (C.T. Eagle):**

**Administration (C.T. Eagle – Director and Peggy Smith – Admin. Assistant to Director):**

We have received multiple resident concerns regarding the overgrown status of the US 27/441 corridor here in town. The maintenance of the corridor falls under the jurisdiction of FDOT and the road widening project contractor. The Town is not responsible for the maintenance of that corridor, nor is it permitted to perform maintenance without an agreement in place with FDOT. Prior to the road widening project, the Town had an agreement in place to perform the maintenance activities along the corridor, but it was rescinded by FDOT when the project started. The road widening project is yet to be closed out by FDOT and to date, FDOT has not requested the Town to perform maintenance activities. If an official agreement request is received from FDOT, it will be brought to the Town Commission for consideration. Updated information regarding the FDOT US 27/441 Road Widening Project can be found here:

<https://www.cflroads.com/project/238395-5>. Questions and concerns can also be submitted via the website.

We have multiple positions open here at Public Works; open positions can be found here:

<https://www.ladylakefl.gov/210/Human-Resources>

Information regarding current Town Projects can be found here:

<https://www.ladylakefl.gov/167/Town-Projects>

**Maintenance Department (Ted Williams, Supervisor):**

Shout out to Todd for training Jordan, “the kid”, for his CDL test! A big shout out to Jordan, “the kid”, for passing his CDL test! Great job, and great team effort!

Performed driveway apron inspections.

Met with residents regarding stormwater issues and tree trimming concerns.

**Streets (Kon Scott, Travis Lacey, and Justin Wallace - Lead Operators; Todd Foster – Operator II):**

Performed litter pickup along roadways in Town. Continued cleaning or replacing street and stop signs townwide. Cleaned storm drains. Patched potholes and road cuts. Mowed Town maintained rights of ways.

Monitored retention ponds after rain events.

Trimmed trees on Chula Vista Ave.

**Facilities Maintenance (Mark Walls - Lead Operator, Joshua Fitchpatrick - Operator II, and Phillip Perna – Operator I):**

Staff completed multiple work orders at Town facilities. Repaired water leaks at Town Hall and the PD. Moved, assembled, and installed new shelving at the Library. Cleaned drains at the PD and the Community Building.

Installed new stand and accent lighting to shine on the PD's name on the building.

Continued performing groundskeeping at Town Hall, PD, and the Library.

**Motor Pool (Billy Kohler - Lead Mechanic):**

Ongoing repair and maintenance on Town Vehicles and Equipment.

**Utilities — Water and Sewer (Thomas “Butch” Goodman – Supervisor, and Mary Levesque - Staff Assistant to Supervisor):**

Coordinated with multiple contractors, engineers, vendors, developers, and other departments regarding future and current in-process projects going on around Town.

Current project coordination with Hammock Oaks (Multiple Phases), Boulevard Oaks, Lake Ella Estates, and Green Key Village, phases 5 and 6.

**Distribution and Collection Systems Field Operations (Robert Barnes, Lead Operator):**

Performed service line repair in April Hills and completed customer concern calls.

Relocate water service line on Spencers Lane.

Completed lift station installation for the Parks and Rec restroom at Guava Street Complex.

Attended lift station start up at Boulevard Oaks project.

Coordinate and complete various work orders, working on new accounts, meter reading, and re-reads.

Completed 811 dig ticket location requests. Coordinating new fiber optic line locations.

Completed FDEP submittals, Water/Sewer/Reuse physical availability requests, Utility Quotes, CO inspection requests, and required back-flow device verification audits.

Performed weekly fueling and testing of emergency equipment, pumps, vehicles, and generators.

**Water and Wastewater Treatment Plants (Daniel Myklejord – Lead Water Plant Operator, Darryl Flanders – Lead Wastewater Plant Operator, and Steve Pfouts – Treatment Plants Operations Manager)**

Working on Lead and Copper Sampling Plan for the water system.

Met with equipment reps at WWTP due to needed repairs.

Water, Wastewater, and Reuse Systems Master Planning Project and the newly approved Water Facilities Plan Project, required for SRF funding, are in process by the Town Engineer, Jason Shepler, with Mittauer-CPH. The results and recommended infrastructure projects will be presented to the Town Commission for consideration of approval this Fiscal Year.

The Consumptive Use Permit (CUP) renewal project with St. Johns River Water Management District (SJRWMD) is nearing the submittal phase to the regulatory agency for review. The projected completion of renewal is by the end of this year or early 2026.